



# Military OneSource Program Overview

*Call. Click. Connect.*

# Military OneSource Program - Confidential Help

- Department of Defense-Funded Program
- Under the direction of the Deputy Assistant Secretary of Defense for Military Community and Family Policy
- Government Oversight of Contracted Services
- No cost to Service and Family Members



# Military OneSource At A Glance

- Live information and assistance 24/7/365
- Non-medical counseling
- Specialty consultations
- Educational materials
- Special services
- Website, newsletters, tools, and online chats
- Social media hub, RSS feeds
- Extension of installations and bases
- DoD source for posting emergency contact information  
in the event of a disaster (DoD Instruction 3001.02)



# Military OneSource Program

## Eligibility

- Service members on active duty, in the National Guard and Reserve Component and their family members, regardless of activation status
- Service members honorably discharged, separated, or retired up to 180 days after end of tour, separation date, or retirement date
- Survivors of deceased service members regardless of conflict or activation status
- Civilian Expeditionary Workforce and their families during training in preparation for deployment and while deployed





# Military OneSource Live Information and Assistance

- Services provided worldwide by master's level consultants
- Calls always answered by a person, no automated responses
- Provides confidential comprehensive information and assistance on every aspect of military life at no cost to Active Duty, Guard and Reserve service members, and their families
- Information includes, but is not limited to, deployment, reintegration, financial, relationship issues, grief, spouse employment and education, parenting and life skills



# Military OneSource Utilization - FY2014

- 779,867 total calls, counseling types, online registrations, emails, and coaching sessions
- 180,427 Non-medical counseling sessions completed
- 1,884 Wounded Warrior cases resolved
- 24,322 Financial counseling sessions completed
- 1,314,260 Educational/promotional materials distributed
- 224,143 Federal and state tax returns completed



# Non-Medical Counseling: Military OneSource

- Confidential help (up to 12 sessions, per person, per issue) intended to prevent the development or exacerbation of lifestyle conditions that may compromise military and family readiness
- Provided by licensed and/or certified counselors possessing an advanced degree
- Addresses issues such as family and couples relationships, stress, adjustment issues (for example, returning from a deployment), parenting, grief, loss, and other life skills areas



# Access to Non-Medical Counseling

Call 800-342-9647 to speak with a consultant who can schedule your confidential non-medical counseling or peer-to-peer support session.

Face-to-face



Telephone



Online



Video





# Non-Medical Counseling: Military & Family Life Counseling Program

- **Military and Family Life Counseling (MFLC) Program**

- MFLC, Child and Youth Behavioral (CYB) MFLC, Personal Financial Counselor (PFC)

- Assignments up to 180 days CONUS and OCONUS:

- At family centers, child and youth programs, schools, and youth summer programs
- Embedded in military units
- Unique ability to surge counselors to support service members with emerging issues, military contingences, natural disasters and/or crises, and deployment related issues
- At deployment support events, drill weekends, family events, annual training, and marriage retreats



# Military OneSource Specialty Consultations

- **Wounded Warrior Resources** – provides immediate assistance to wounded warriors and their families with issues related to health care, facilities, or benefits (mandated in FY08 NDAA)
- **Special needs, adult and elder care** – provides assessment of the family's needs and information about education, finances, and support groups
- **Health and wellness coaching** – provides coaching for weight management, fitness and nutrition, stress management and overall health and wellness



# Military OneSource Specialty Consultations

- **Education** – provides information on college admissions process, financial aid applications and tutoring
- **Adoption** – provides information to address unique issues of military families
- **Peer-to-Peer** – provides assistance from consultants with firsthand experience as service members or military spouses
- **Spouse Relocation and Transition** – assists military spouses in navigating moving and transition-related challenges



# Military OneSource Special Services

- Financial Counseling/Tax Services
  - Individual/Family Counseling Year Round
  - Online Tax Preparation Software
- Customized research
- Document translation
  - Official documents
  - More than 150 different languages
  - Certified and notarized when needed
- Simultaneous interpretation
  - Supports Military OneSource consultation as needed
  - Interpreter facilitates three-way call



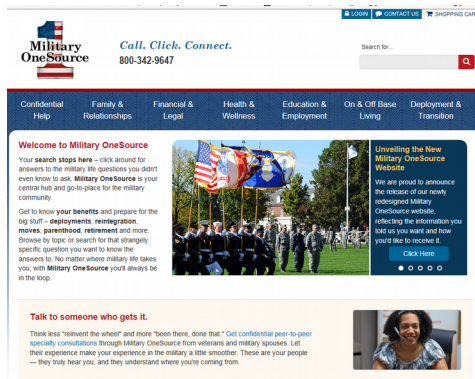


# Military OneSource Educational Materials



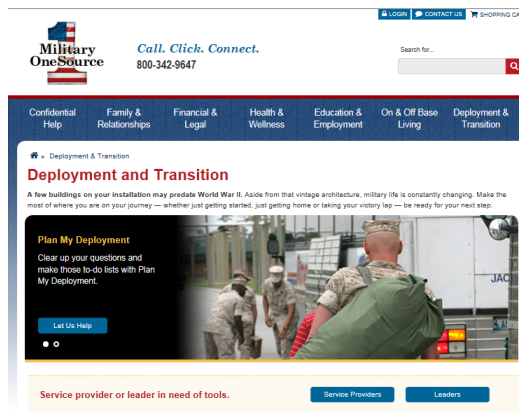
- **Varied topics**
  - Parenting
  - Deployment & reintegration
  - Service member education
  - Spouse education and career opportunities
  - Wellness
- **Varied formats**
  - Online articles
  - Booklets
  - Audio
- **Varied access**
  - Download audio and print products
  - Order online
  - Call a consultant





## Online Resources

- Live chat
- Email a consultant
- Financial calculators
- Webinars
- Social media hub
- Podcasts
- Educational materials to read or download
- Resource links
- Tools for leaders
- Tools for service providers



# NEW *Live Chat* Feature

- Access to Military OneSource services just became easier.
- Chat with a consultant privately even when others are around, at work, home, or out and about.
- Military OneSource live chat assistance is available 24/7/365.
- Want to find out how to access everything Military OneSource has to offer? Just ask our consultants via live chat.
- Live chat with a Military OneSource consultant with ease from your computer or smart phone.





# Military OneSource Mobile Solutions

## MoodHacker

Stress is a fact of life, but it doesn't have to rule your life. Use our new mobile, self-management tool that helps you track, understand and improve your mood.



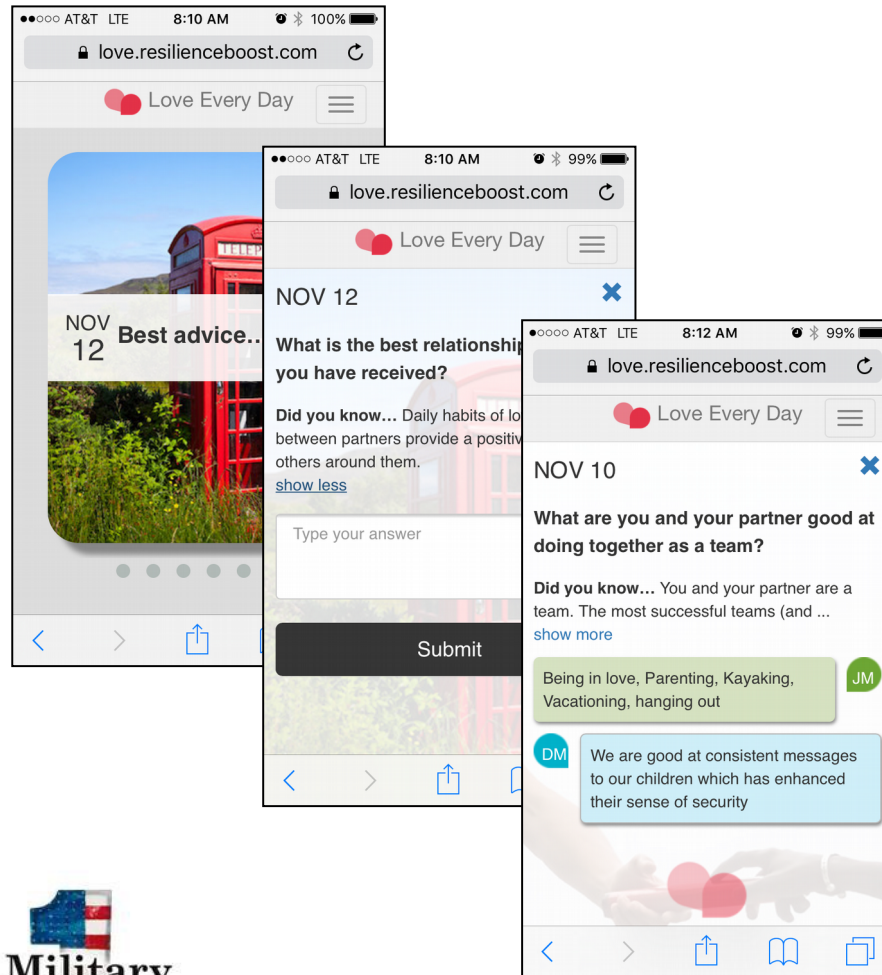
## CoachHub

Kick stress to the curb with a personal online coach. Partner with an online coach to meet your stress management goals and keep them on track with online support.





# Military OneSource Mobile Solutions



## Love Every Day

Relationships and stress drive our level of satisfaction in life. Military OneSource mobile solutions can get you headed in the right direction.

The 'Love Every Day' encourages couples to connect in a fun and meaningful way for a few minutes a day for 21 days.

Do you text often, but say little? Connect in a new way every day and rekindle the romance. Give Love Every Day



# Newly Redesigned Military OneSource Website

Confidential  
Help

Family &  
Relationships

Financial &  
Legal

Health &  
Wellness

Education &  
Employment

On & Off Base  
Living

Deployment &  
Transition

## Welcome to Military OneSource

We are your virtual extension to installation resources. The **search stops here** — click around for answers to the military life questions you didn't even know to ask.

Get to know your benefits and prepare for the big stuff — **deployments, reintegration, moves, parenthood, retirement** and more. Browse by topic or search for that strangely specific question you want to know the answers to. No matter where military life takes you, with **Military OneSource** you'll always be in the loop.



## Smooth School Transitions for Military Children

Save the research projects for the kids. Kindergarten to caps and gowns - simplify your kids' transition to a new school.

[Learn more](#)



## Talk to someone who gets it.

Think less "reinvent the wheel" and more "been there, done that." [Get confidential peer-to-peer specialty consultations](#) through Military OneSource from veterans and military spouses. Let their experience make your experience in the military a little smoother. These are your people - they truly hear you, and they understand where you're coming from.





# Military OneSource Website

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## What's Trending



About Military OneSource



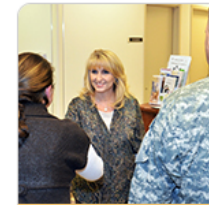
Department of Defense Identification Cards



Subscribe to eNewsletters



Spouse Education and Career Opportunities



Non-medical Counseling

## Looking for this?



Products



My Training Hub



DoD MWR Digital Library



Military Youth on the Move



Social Media Hub



# Military OneSource Website

## Space-A Travel on Military Flights



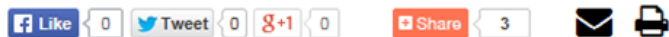
One of the best perks of the military is that service members and their families can use Space-Available flights to jet set around the world — at little to no cost. That's right. You can fly for next to nothing on a Space-A flight.

Sure, military flights can be a little unpredictable, but if you can handle a delay or three, you could find yourself cruising along to Hawaii, Italy or Japan at zero (or very low) cost. Take our tour of Space-A travel, where you'll find the following tips:

- Understanding Space-A travel
- Signing up
- Documentation
- Traveling on Space-A flights

If you and your travel plans are flexible, consider registering for a Space-A flight.

[Read More>>](#)



Tell me more



EXTERNAL LINK



PODCAST



PRODUCT



PODCAST



EXTERNAL LINK



# Military OneSource Program Manager



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